



JOB TITLE:	DIRECTOR OF BUSINESS OPERATIONS	DIVISION:	BUS
REPORTS TO:	DEPUTY GENERAL MANAGER - BUS	EEO CATEGORY:	01-EXECUTIVE
FLSA:	EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION*:	NON-REPRESENTED	LOCATION:	SAN RAFAEL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under the general direction of the Deputy General Manager of Bus, the Director of Business Operations is responsible for planning, directing, and managing the Bus Division’s Business Operations Unit, including Data Analytics & Program Management, Schedules & Service Development, and Bus Administration.

This position provides strategic and operational leadership over all bus scheduling functions, including network coordination with the Planning Department, development of vehicle and crew schedules, roster development, and oversight of signup bidding and deployment activities. The Director ensures that service delivery is aligned with operational goals, labor agreements, and financial constraints.

In addition, this position leads performance management, business analytics, budget development, and capital and operational program support functions for the Bus Division. The Director works collaboratively across departments and with external agencies to ensure safe, efficient, compliant, and customer-focused transit service.

Essential Responsibilities

A. Business Operations Leadership & Administration

- Leads and manages Business Operations functions, including Data Analytics & Program Management, Scheduling & Service Development, and Bus Administration
- Supports the development of division goals, priorities, and performance expectations in coordination with division leadership
- Leads development and monitoring of operating and capital budgets, including workforce and resource forecasting
- Provides analytical, financial, and policy support to division leadership and partner departments
- Oversees Bus Administration functions, including coordination of division-wide administrative processes, policy and program tracking, and support for budgeting, reporting, and organizational initiatives



- Leads or supports capital and operational projects impacting service delivery and business functions
- Represents the division in internal and external meetings related to business operations functions
- Promotes a culture of accountability, collaboration, and continuous improvement

B. Scheduling and Service Development

- Leads the design and development of bus schedules, including timetables, blocking, run-cutting, and rosters
- Supports service planning activities, including evaluation and development of service changes and operational scenarios
- Ensures scheduling practices align with service goals, labor agreements, and budget constraints
- Partners with the Director of Transportation to ensure schedules are operationally feasible and effectively implemented
- Coordinates with the Planning Department and external agencies to support integrated regional service delivery
- Oversees scheduling-related processes, including quarterly signups, bidding, and workforce deployment, in coordination with Transportation and Labor Relations
- Ensures effective integration of scheduling systems with downstream operational, financial, and customer information systems (e.g., CAD/AVL, payroll, and reporting platforms)

C. Data Analytics, Performance Management & Program Support

- Oversees the collection, analysis, and reporting of operational and financial performance data
- Develops and maintains key performance indicators (KPIs), dashboards, and reporting tools to support decision-making
- Monitors and analyzes system performance metrics, including ridership, on-time performance (OTP), service reliability, and operational efficiency
- Provides regular reporting to internal leadership, external agencies, and governing bodies
- Supports evaluation of service, policy, and operational changes through data-driven analysis, including financial impact assessments
- Oversees integration and effective use of business systems (e.g., CAD/AVL, APC, fare systems, and scheduling platforms)
- Leads and manages technology initiatives and program delivery related to business operations systems, including system upgrades, implementations, integrations, and coordination with Information Systems and external vendors
- Supports cross-functional initiatives and capital or operational projects impacting service delivery
- Ensures compliance with regulatory and reporting requirements
- Performs additional related duties as assigned
- Regular and reliable attendance is a requirement of this position

Required Knowledge, Skills and Abilities

Knowledge of:

- Principles of public transit operations, scheduling, and service planning
- Transit scheduling methodologies, workforce planning, and labor agreement application
- Performance management, data analytics, and business intelligence practices
- Budget development, financial forecasting, and resource planning



- Project management principles and implementation strategies
- Applicable safety regulations and Agency Safety Plan (ASP) requirements
- Enterprise transit systems and technologies, including scheduling and operational platforms

Skills in or Ability to:

- Lead and manage multidisciplinary teams and complex functional areas
- Translate operational goals into actionable plans and measurable outcomes
- Oversee complex scheduling and service development functions in a dynamic environment
- Analyze data and operational trends to support strategic decision-making
- Manage multiple priorities, projects, and deadlines effectively
- Communicate clearly and effectively with executive leadership, staff, and external stakeholders
- Build collaborative relationships across departments and partner agencies
- Exercise sound judgment, critical thinking, and independent decision-making

Preferred:

- Demonstrated ability to leverage HASTUS transit scheduling software and INIT CAD/AVL systems to support service planning, operational decision-making, and performance management.
- Experience with business intelligence and data visualization tools (e.g., Power BI)

Minimum Qualifications

Education and/or Experience:

- Bachelor’s degree in Business Administration, Public Administration, Transportation Planning, or a related field. Additional qualifying experience may be substituted on a year-for-year basis in lieu of a degree. A written statement detailing additional qualifying experience must be submitted at the time of application.
- A minimum of five (5) years of progressively responsible supervisory and administrative experience in public transit operations or a closely related field, including experience in one or more of the following areas:
 - Transit scheduling and service development
 - Data analysis and performance reporting
 - Budget development and financial management
 - Project management and program implementation
- Experience overseeing or managing transit scheduling functions and workforce deployment is highly desirable.

Required License:

Must possess and maintain a current, valid California Class C driver’s license and satisfactory driving record.

Physical Requirements:

Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Routine use of computer, telephone, and other office equipment. Ability to travel to District facilities.